



HealthTALK

FALL 2018




Plan to quit.

Every November, the Great American Smokeout asks everyone to quit smoking. Make a plan to quit on November 15. Ask your provider for help quitting. Or call **1-866-784-8454** or visit **quitnow.net** to learn more.

Mammograms save lives.

Today, there are more breast cancer survivors. This is because more women are getting mammograms. A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump.

Getting a mammogram on schedule can help you beat cancer. When caught early, breast cancer is often curable. If you are over 40, talk to your health care provider about your breast cancer risk factors.

 **Are you at risk?** Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-866-292-0359, TTY 711.**

UnitedHealthcare Community & State
13655 Riverport Drive
Maryland Heights, MO 63043

Behavioral health.


Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, you can talk to your primary care provider or visit a behavioral health specialist. A behavioral health specialist can treat mental disorders such as:

- Anxiety disorders.
- Depression.
- Attention deficit hyperactivity disorder (ADHD).
- Seasonal affective disorder (SAD).
- Substance use disorder.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need promptly.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.

 **Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-866-292-0359, TTY 711.**



Be flu free.


Get a flu shot this season.

The flu virus is very common. An annual flu shot is the best protection. You and your children aged 6 months and older should get one each year. You need a flu shot each year because there are different kinds of flu every year.

If you get the flu, it could cause serious problems. You might need to be hospitalized. It can even cause death. People who have ongoing illnesses are more likely to get the flu.

Follow these tips to help prevent the flu:

- Wash your hands often with soap and water. Or use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water and get enough sleep.
- Try to avoid close contact with people who are sick.

 **Your best shot.** There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your health plan. Call Member Services toll-free at **1-866-292-0359, TTY 711**, for more information. Visit myuhc.com/CommunityPlan or use the UnitedHealthcare **Health4Me**® app to find a location near you.

Members only.

You can get important information about your health plan anytime at **myuhc.com/CommunityPlan**. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to **myuhc.com/CommunityPlan**.
2. Click on "Register Now." You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.



Sleep well.

Sleep is very important for babies, children and teens. When kids don't get enough sleep, it can affect their health and behavior. A bedtime routine can help kids get enough sleep at any age. Try these tips:

- Stick to a bedtime each night. Remind kids bedtime is coming at least once ahead of time.
- Have a consistent bedtime routine. Include quiet time well before bed in the routine.
- Help older kids and teens stick to a bedtime. Make rules about electronic devices at night.



Learn more. Visit **uhc.com/kids** to learn more about sleep or any kids' health topic. This website has articles, videos and interactive content for parents, children and teens.

Heart smart.

Know your cholesterol numbers.

Cholesterol is a fatty substance in your blood. HDL is called "good" cholesterol. LDL is the bad kind. Keeping your cholesterol levels healthy is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke.

Ask your doctor about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors. People with diabetes need to pay close attention to their LDL levels.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication can help lower it if it is too high.



Get tested. The American Heart Association recommends all adults age 20 or older have their cholesterol checked every four to six years. People with diabetes or other risk factors should get tested each year.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-866-292-0359, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.

myuhc.com/CommunityPlanHealth4Me[®]

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).

1-866-351-6827, TTY 711

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**.

Then enter the participant code HFS.

Healthy First Steps[®]: Get support throughout your pregnancy.

1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.

UHCBabyBlocks.com

KidsHealth[®]: Get reliable information on health topics for and about kids.

uhc.com/kids

Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need. If you have already been seen by a doctor, it may be easier to get an appointment when you need it later.

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may get advice for self-care. You can even call nights or weekends.

If you cannot get in to see your doctor, you can go to an urgent care center. Urgent care centers take walk-in patients. Many urgent care centers are open at night and on weekends.

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if it is not treated right away.



Need help? Call Member Services toll-free at **1-866-292-0359, TTY 711**. Need to find a provider? Visit our member website

at **myuhc.com/CommunityPlan** or use the **Health4Me** app.



UnitedHealthcare Community Plan does not treat members differently because of race, color, national origin, sex, age or disability.

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com
1-866-292-0359, TTY 711

You may file on the phone, in person or in writing.

If you need help with your grievance, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Get complaint forms at: <http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

We provide communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-866-292-0359, TTY 711.**

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-292-0359, TTY 711.**

Traditional Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-866-292-0359**，**TTY 711**。

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-292-0359, TTY 711.**

Serbo- Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su besplatno. Nazovite **1-866-292-0359, TTY 711.**

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-292-0359, TTY 711.**

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-866-292-0359**، الهاتف النصي **711**.

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. **1-866-292-0359, TTY 711**로 전화하십시오.

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел **1-866-292-0359, TTY 711**.

French

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais. Appelez le **1-866-292-0359, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa **1-866-292-0359, TTY 711**.

Pennsylvania Dutch

WICHTIG: Wann du Deitsch (Pennsylvania Dutch) schwetze duscht, kannscht du ebber griege fer helfe mit Englisch unni as es dich ennich ebbes koschte zellt. Ruf **1-866-292-0359, TTY 711** aa.

Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-866-292-0359, TTY 711** تماس بگیرید.

Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajilli gargaarsa afaanii baasii kee malee, ni argama. Bilbilaa **1-866-292-0359, TTY 711.**

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, sem custo nenhum. Ligue para **1-866-292-0359, TTY 711.**

Amharic

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